Consolidation Project Mission Statement

Improve information technology investments by focusing on the consolidation of network, data center, security, desktop and local area network operations and services. Change funding and organizational models, including staffing, to support and sustain the consolidation effort. Allow agencies to focus on applications to meet business and citizen needs.

Guiding Principles

1. The key goals of consolidation will always be reviewed when decisions have to be made or as business cases and benefits/costs are built for each initiative. These goals are;
    - Strengthen agency focus on their core mission
    - Improve security and critical infrastructure protection
    - Improve service delivery and availability
    - Reduce cost with economies of scale
    - Reduce risk
2. The scope will include voice and data networks, security, data centers, servers, desktop and LAN management. The help desk, technology planning and asset management functions will also be reviewed.
3. Agencies will remain responsible for application development.
4. All services shall remain at current service levels or better.
5. Funding methodology will need to be reviewed and may have to be revised as part of consolidation.
6. Any realignment of state employees would be achieved through attrition, retraining and reassignment. Some job re-classifications could be necessary. The Office of State Personnel has agreed to help with the human resource issues.
7. Business cases will be built based on a five year plan for operational support and funding.
8. Issues need to be discussed quickly and effectively. The ability to resolve issues in a timely fashion is critical to the success of the project. The project team will work together to document and resolve issues.
9. The Consolidation Project Steering Committee will aid in decision-making when an issue or concern cannot be agreed to by the project team. This committee will meet monthly to discuss project status, provide feedback and guidance.
10. Consistent communication will be delivered to the project sponsors, project team and agencies. Meeting minutes will be captured, kept and reviewed by the project leaders and then distributed to the team members. A web site will be developed to provide on-going communication.
11. Project team members should develop expertise on consolidation and the process throughout the project to provide the necessary leadership to their agencies.

Glossary of Definitions

1. Voice network – Communication equipment and services that enable voice communication through wireline or wireless services. Examples could include PBX systems, voice over IP services, voicemail, desktop phones, cell phones, and pagers.
2. Data network – Equipment and services which provide connectivity of data from desktops, laptops, printers, servers and other devices which support the delivery of business applications to the customer. Examples could include routers, switches, hubs, local and wide area network management services.
3. Security operations – Equipment and services to monitor, discover, report, control and automate the IT environment providing protection against and response to security events. Examples could include antivirus, intrusion detection, denial of service, vulnerability scanning, disaster recovery, security event and response management.
4. Data center operations – Equipment and services used in management of a raised floor environment for IT infrastructure. Examples could include servers, backup units, storage units, power distribution units, diesel generators and cooling towers.
5. Server operations – Equipment and services used in the management of small to mid-range open systems equipment and services. This may include equipment found at a raised floor data center or in a properly secured and environmentally prepared server room. Examples could include servers, racks and data backup units.
6. Desktop management - Desktop managed services include the day-to-day responsibility for operating and managing the desktop environment. The IT services could include the product procurement, support and services as they specifically relate to the ongoing operation and management of the desktop. Examples could include break/fix services, life cycle management, move, add and changes.
7. LAN management – Management of servers and connectivity which allows the customer to access file and print services. This could include the sharing of data within work groups. Setup and provide connectivity and logon capability to new customers. Examples could include setting up a new user on Novell or granting access to a directory on a server.
8. Help desk – A function within an organization which provides a single point of contact for customers of IT services. The help desk could provide initial assessment of the incident and then may refer calls to 2nd or 3rd level support groups which may have additional in-depth technical skills or business knowledge. Examples could include calling the help desk to reset a password or to fix a hard drive problem.
9. Technology planning - The Technology Planning Group (TPG) is a group which identifies opportunities for improved leverage of technology, infrastructure, and services in a consistent fashion across the state and to set direction and principles for accomplishing the goal.
10. Asset management – A function that enables an organization to gain control over the physical, financial and contractual aspects of their IT assets throughout the

asset life cycle. The asset life cycle could include asset procurement, asset installation, physical inventory, warehouse and stock management, asset tracking, software license management, contract management, asset disposal, configuration and financial management.*

11. IT Infrastructure - "A collection of client devices, servers, storage, networks, databases and middleware supporting the delivery of business applications and IT-enabled business processes."*

* Taken from Garter Group Article – Definition of Desktop Managed Services Changes